

SRIDHAR JAYARAMAN

SUMMARY Accomplished IT Governance and Process Consultant with 9 years of experience in defining and deploying process frameworks to significantly improve IT delivery capability. Proven track record in leading Process Improvement initiatives, setting up Measurement frameworks and Client Management

Key Areas of Knowledge:

IT Governance	CMMI	Quality Management	PMO Setup and Mgmt
SPICE	XP & Agile Coach	Balanced Score Card	Dashboards
Audits & Assessments	ITIL		

PUBLICATIONS “XP for your Project? – A Risk-based Evaluation Approach”
Published at the Project Management Leadership Conference, PML-2005, Bangalore

CERTIFICATIONS Certified PRINCE2 Practitioner
CMMI v1.2 Certification
ITIL v2.0 Foundation Certification
Extreme Programming Essentials

PROFESSIONAL EXPERIENCE **Program Quality Manager – Wipro Technologies**
Large Application Development Program of 200+ people (March 2009 – Oct 2010)

Enabled the Delivery team in producing high-quality deliverables on time through

- Definition and roll-out of 25+ Processes based on Customer and Organization needs
- Improved Delivery capability through mentoring Project Managers on appropriate Estimation models, detailed Program Planning and Monitoring and Risk management
- Setup a Program-specific Metrics definition, collection and Dashboard framework based on historical organization and program data
- Conducted Delivery readiness assurance checks for all 150 major deliverables before release to customer
- Rigorously monitored Process Compliance with 30+ audits using custom developed checklists

Consultant – Wipro Technologies
Quality Consulting Group (May 2006 – Feb 2009)

- Core IT Governance Practice
 - ✓ Responsible for developing offerings, creating marketing collaterals and interacting with external analysts
 - ✓ Actively involved in recruiting people for the practice to grow and meet targets for the practice

- Consulting for one of the world's largest Financial Services organizations for PMO and CMMI Processes.
 - ✓ Defined and implemented a Measurement Program for 16 multi-year Programs in the IT Division
 - ✓ Rolled out Measurement and Analysis and Configuration Management Process Areas for CMMI Level 2
 - ✓ Trained 50+ practitioners on CMMI Processes
 - ✓ Developed an exhaustive Excel-based model for Process mapping and gap analysis (PIID) that was used to demonstrate compliance of Quality System to CMMI requirements

- Consulted as a SPICE Expert to help the Client achieve Automotive SPICE Level 3. This was an organizational initiative at one of the largest Automotive suppliers in the world, spread across multiple countries in Europe. I was leading the Germany team of 5 consultants.
 - ✓ As the SPICE Expert for the location, I mentored the 7 projects and consultants in tailoring standard processes for specific projects in line with the framework.
 - ✓ I identified and collected 31 process improvement proposals across all locations and interacted with Client SEPG team to define and implement them
 - ✓ As the location lead, I setup a mechanism to plan and report status of all consulting activities to the location and overall Quality Managers

- Led the Automotive SPICE based Process Improvement initiative for a multi-site, multi-year program in a large European Automotive Organization. The program was managed from Germany
 - ✓ Rolled-out process improvements based on External Assessments conducted by the OEMs.
 - ✓ Developed a Measurement framework for this program to help the team move to a metrics-driven culture and monitor the project using measurements.
 - ✓ Planned and Conducted 3 internal Assessments based on the SPICE model and led the project team in facing External Assessments

- Core Team member in incubating the Agile Practice in QCG, by defining a standard Agile Lifecycle with procedures, templates and checklists.
 - ✓ Prepared marketing collaterals, sales brochures and other assets
 - ✓ Recruited 4 people to build the practice.
 - ✓ Participated in responding to RFPs resulting in downstream businesses of \$3 M

- Managed a Wipro-proprietary Product (Organization-level Quality System) in sales, customization for clients and product improvement

Quality Analyst – Wipro Technologies

Enterprise Solutions Business Unit (October 2005 – May 2006)

In this Business Unit, I accomplished the following:

- Evangelized the use of Agile Methodologies through Workshops, “Agile For

- Managers Sessions” and coaching Project Managers
- Participated as an SCAMPI Class B Assessment Team member for an appraisal for the Enterprise Solutions Business Unit (20,000+ people)
- Developed a complete Software Development lifecycle model for a large division of the client (A Fortune-100 company) for use by outsourced vendors. On successful implementation, this will be applied to major programs across their IT department.
- I led the team that developed the basic structure and measures for a Balanced Score Card commissioned by one of the World’s biggest Energy companies
- circulated early-warning reports to senior business managers in the Business Unit to take actions based on process compliance measures reported by internal Audit teams
- Participated in internal ISO 9001:2000 Audits as Lead Auditor

Sr. Engineer – Wipro Technologies

SEPG (August 2004 – September 2005)

The Engineering Methods Group is part of the Software Engineering Process Group (SEPG) and is responsible for researching, piloting and broad basing new software development processes and techniques. In this role, I accomplished the following:

- Agile Methodologies were identified as a breakthrough strategy by the Sr. Management and we were tasked with researching and developing an Agile software development model that would work within the organization. I led the team that did basic research on the different Agile methodologies such as XP, Scrum, DSDM and FDD. We finally developed a model based on XP and some elements of Scrum. To ensure that our learning over the years in implementing CMMI were not lost, we brought elements of those best practices without sacrificing the spirit of Agile
- Piloted Agile in 7 projects, coached them and monitored them quantitatively using carefully selected metrics
- Presented the business value of our Agile model to various clients and convinced them to use as a viable Software Development Lifecycle methodology
- Architecture is a significant phase in a project and assumes importance in critical projects. I coached 3 large projects to use the Architecture Trade-Off Analysis Methodology (ATAM) to analyze their architecture against non-functional requirements of the project

Engineer – Wipro Technologies

SEPG (November 2002 – August 2004)

- Ensured that the organization continued to be certified on ISO 9001:2000 and CMMI by continuous improvement of the Quality system, preparing through internal audits and appraisals
- For larger process improvement programs, I led teams in defining and implementing new processes in the QMS.
- Trained as an internal ISO 9001:2000 Auditor, I performed 60+ audits and led Audit teams as Lead Auditor
- I designed and implemented an internal website for the SEPG to have a centralized repository of the large volumes of information easily accessible to other employees.
- To strengthen the new-hire trainings on Quality, I coordinated and deployed E-

Learning products on Basic QMS training, Metrics for Project Managers, Testing and SCM. The development of these products were done by external vendors while content was by internal SMEs.

Software Tools

- To assist in CMMI Assessments, I developed and deployed an w-based tool for the CMMI Appraisal Questionnaire.
- Developed a tool to capture feedback from reviewers. This tool has been customized for many events/projects.

Technical Content Analyst - CxK Networks

(June 2001 - September 2002)

- Design, Development and installation of a Knowledge Portal using Java, HTML and other Web Technologies at CxK Networks, Hyderabad.
- Worked as a content analyst in implementing a Web Portal for Computer Security and developed an assessment engine for an online examination for the same at CxK Networks, Hyderabad. This included creation of Writing Style Guides, templates and HMTL Style sheets for use by Content Authors.

EDUCATION

IETE, New Delhi

Bachelor's Degree in Engineering from the Institution of Electronics and Telecommunication Engineers (1999) - New Delhi, India